



Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
Idtheft@oag.state.md.us

Dear Attorney General Frosh:

We are writing to inform you of a potential data breach event we experienced involving personal information of one (1) Maryland resident that led to our disabling several emailboxes. Education Development Center ("EDC") conducted a thorough investigation, where we concluded that emailboxes were potentially accessed by unauthorized individuals and we took this action to notify you in an abundance of caution.

On August 22nd, EDC became aware that an employee's credentials were compromised from an Office 365 phishing campaign and subsequently used to access that employee's e-mail to send a phishing email to the resident's mailbox. Certain information belonging to that resident was embedded within that mailbox including the resident's name and social security number.

As a result of this incident, we have initiated our own internal investigation and applied additional internal controls to prevent this type of incident from occurring in the future. These controls include mandatory two-factor authentication, individual follow-up training and interviews with the affected individuals combined with a company-wide campaign to increase awareness of employee security obligations. Such awareness initiatives are to address potential future social engineering attacks or spoofed email addresses personnel may receive as a result. We are also very aware of the concern an incident such as this can create. Accordingly, we are offering the impacted resident one (1) year's-worth of credit monitoring through Experian.

We also directed that the resident can also obtain information about fraud alerts and security freezes from the FTC and the credit reporting agencies listed below:

- Federal Trade Commission, <https://www.ftc.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580 1-877-FTC-HELP
- Nationwide Consumer Reporting Companies:
 - Equifax, <https://www.equifax.com>, Equifax Credit Information Services, LLC, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285
 - Experian <https://www.experian.com>, Experian National Consumer Assistance Center, P.O. Box 4500, Allen, TX 75013, 1-888-397-3742
 - TransUnion <https://www.transunion.com>, TransUnion Consumer Relations, P.O. Box 2000, Chester, PA 19016-2000, 1-800-680-7289



Finally, we detailed that should the resident have any further questions or concerns, they can reach the following point of contact at EDC:

Katy Cassidy, CISSP
Associate Director, IT
Education Development Center, Inc.
43 Foundry Ave
Waltham, MA 02453
O: 617.618.2270

Respectfully,
Emily A. Dorner
Seyfarth Shaw, LLP

On behalf of Education Development Center